

FOR IMMEDIATE RELEASE

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FOR ADDITIONAL INFORMATION

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Applications for Heating Season Bill Payment Help Begin Monday
Households in need encouraged to contact NIPSCO for assistance

MERRILLVILLE, Ind. – Enrollment for federal heating bill assistance programs for low-income households begins on Monday, Nov. 4, 2013. Northern Indiana Public Service Company (NIPSCO) helps connect customers in need with federal and local assistance programs.

“While temperatures can be unpredictable, payment assistance programs help provide our customers experiencing financial difficulties with a sense of security,” said NIPSCO Customer Service Manager Kim Broader, who oversees the utility’s energy assistance programs. “We are fortunate to have great partnerships with local agencies across northern Indiana, such as the Salvation Army and township trustees, to help connect those customers with assistance programs.”

Households experiencing financial difficulties are encouraged to call NIPSCO’s Customer Care Center, Monday through Friday from 7 a.m. to 7 p.m. CT, to learn about available assistance options, including:

- **Low Income Home Energy Assistance Program (LIHEAP) Program:** LIHEAP support is available to households falling within 150 percent of federal poverty guidelines. Between December 1 and March 15, Indiana natural gas utilities do not disconnect service to customers enrolled in LIHEAP who are behind on their bills.
- **NIPSCO Customer Assistance for Residential Energy (CARE) Discount Program:** The NIPSCO CARE Discount Program is designed to provide further bill reductions to LIHEAP-eligible customers. Once enrolled in LIHEAP, customers are automatically enrolled in the program.
- **NIPSCO Hardship Program:** For customers just outside the federal poverty guidelines for LIHEAP, the NIPSCO Hardship Program offers up to \$200 in gas bill assistance to households between 151-200 percent of the federal poverty level.

Eligibility information and a listing of agencies that help administer assistance programs can be found at www.NIPSCO.com/PaymentAssistance. Customers are encouraged to contact the agency for a complete list of required documentation ahead of visiting in person.

NIPSCO remains focused on keeping gas prices affordable. NIPSCO has among the lowest residential gas bills in Indiana, according to bill comparisons released monthly by the Indiana Utility Regulatory Commission (IURC).

Energy and Money Saving Programs

In addition to offering a number of payment assistance options, all NIPSCO customers have access to a

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wide range of energy efficiency programs, which can help them identify ways to manage energy usage, and in turn bills. A full list of programs available to NIPSCO customers to help manage energy use can be found at NIPSCO.com/SaveEnergy.

Northern Indiana Public Service Company (NIPSCO) has served the energy needs of Northern Indiana since 1912. Headquartered in Merrillville, NIPSCO is one of the seven energy distribution companies of NiSource Inc (NYSE: NI). With more than 821,000 natural gas customers and 468,000 electric customers, NIPSCO is the largest natural gas distribution company, and the second largest electric distribution company, in the state. NiSource distribution companies serve 3.8 million natural gas and electric customers primarily in seven states. More information about NIPSCO is available at NIPSCO.com.

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